SBM Index Sample Comments

Q1: It's safe to try new approaches, to innovate, to be vulnerable, to share my ideas at work.
Comments:
- The company is very interested in innovating, however the management team is overly critical of failure which hinders innovation.
- When working directly with my manager, Marketing and Operations, I feel this is the case.
- With my manager
- Depends on the manager and dept. From my peers, yes - from some members of management, not necessarily Sr. Mgmt., there is condescending attitude or questioning without understanding the current decisions/situation.
- Not really.
- No, not at all.

Q2: When I make a mistake I am corrected with respect and the desire to help me improve.
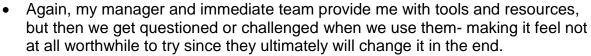**Comments:**
- I've been called out in some pretty embarrassing ways.
- When dealing directly with my manager, I agree this is how mistakes are handled
- Sometimes
- No
- Within my own department, I strongly agree with this statement. However, in the company at large, particularly certain members of upper management, mistakes are met with displays of great disrespect/bullying. It creates a culture of fear.
- From my manager, yes.
- I receive better feedback from some team members, but not always all.
- I have not found that mistakes are met with a nasty response. Quite often it's a polite reminder.

Q3: I have the tools and resources necessary to perform my work to my best ability.
Comments:
- For the most part, still feel like I need to check-in on small details.
- I would like to see a more active employee training program put into place at Company Z.
- I am fortunate to enjoy a tremendous amount of resources to do my job
- Between agree and disagree. empowered to find solutions and find resources, but also subject to being overridden without process
- Agree somewhat. Have to clear things by quite a few people and keep the state of politics in mind. Also, being pulled in several directions doesn't allow clarity on what resources I need.

- Again, my manager and immediate team provide me with tools and resources, but then we get questioned or challenged when we use them- making it feel not at all worthwhile to try since they ultimately will change it in the end.
- Sometimes yes, sometimes no. Sometimes it feels like decisions are made for me without my input (my team). And rather than giving us a chance to chime in and help not waste resources we have to just do it and waste resources rather than getting our input from early stages.

Q4: I understand the expectations of me and my performance.
Comments:
- Somewhat understand, need more direction
- Although, I was not aware of the extent of some roles/responsibilities when taking the job.
- My manager has always made this clear and easy to understand.
- No
- Somewhat, but they change on a weekly basis
- No, the expectations suddenly change without any communication

Q5: I trust my team members and colleagues to support my and the company's success.
Comments:
- A little early to confirm, but I feel this is likely.
- Our manager's primary positive attribute is the support he gives them team when dealing with company management, clients, and sales.
- This one is hit or miss. My team, though incredibly capable, is often unfairly blamed for issues, whether or not we caused them. I wish we had more consistent support from my manager. This creates a trust issue.
- I absolutely agree for my direct manager
- I am new so we are still establishing our dynamic but I believe this will be the case.
- I am lucky, I feel very supported by my manager!
- Definitely. Without this, the team would crumble.
- I don't feel like I get as much positive feedback as I would like.
- All management that I have worked with have been very supportive of me.
- They may have my back but I don't think the company as a whole has my back. I believe in my direct team, can't say the same for beyond that.
- I think equal treatment is given to success and mistakes. I like that I get credit when doing things correctly, and that I must take responsibility for the shortfalls.
- My manager doesn't help the team resolve conflict or build trust. Team members are called out publicly. Embarrassing people is acceptable. Email is used as a substitute for clear, direct communication, especially about tough issues.
- I do not feel our CEO or CIO demonstrates or supports this. They tend to support an environment of fear and condescension
- There is support for a respectful work environment among our department.

- Generally speaking, Yes.
- Absolutely, and makes an effort to enforce it
- I feel very supported in my immediate team, great support and understanding. Outside my team it can be less so.

Q6: I am motivated by and find meaning in the company's mission, vision, values. Comments:

- Yes however, I feel that the culture within my team is completely different from the company. My team: My team is a group of proactive, detailed problem solvers ready to jump in wherever it is needed. Our manager is supportive, a great listener, and provides us with what is needed to get the job done. Company Z: Our culture is best described as a group of people that mostly have a one-team-one-Company Z mentality. The organization is run by a highly knowledgeable management team that is restricted by the CEO.
- Honestly I don't even know what the company defines as culture? Is it the way we work with each other? Is it the way we see the company going? Is it how we directly feel about our Manager(Because that's all I see this survey focusing on). Why don't you define what the culture is about of what aspect of this company so I can figure out how I really feel about our culture. Do I like who I directly work with? Yes, do I like how this company functions as a whole between each other? No.
- Frankly, I think our culture is deteriorating. The uncertainties that surround us on a daily basis are probably causing this.
- My company wants to be an innovative leader in the financial services area while promoting a friendly work environment
- A supportive collaborative environment for innovative, respectful and creative individuals who want to change the old school institutional face of financial services and put the client first.
- Our culture is defined by innovation, teamwork, and a desire to do the right thing by our shareholders and each other. Our talented employees and their strong relationships with one another are the foundation of the culture.
- I am motivated by what management would like to achieve, but at the end of the day it's not their decision. I don't fully know what the owner and board are trying to achieve.
- I think we lack a real shared understanding of why we exist as a business. We lack vision. We have plenty of really cool things we can do and projects we can achieve, but there isn't a really unifying, inspiring vision we're working to realize.
- I strongly agree with the culture we say we would like to achieve, however I do not see leadership doing their part to make it happen.
- I am motivated to do my job well so hopefully that leads to more success for the company
- I am motivated by the results company is trying to achieve. I am self-motivated.
- Often times it doesn't feel like the company's goals are connected to me at all
- I agree only insofar as it applies to the products with which I am involved.

- I do my direct job and I enjoy it but sometimes doing what I'm told to do for other parts of this company feels like such a waste of my time and effort with results to nothing or the ROI on my time/effort are a bad return.
- Company Z possesses a large number of capable people, and I'm motivated by their drive to make this company succeed.

Q7: I receive acknowledgement and appreciation at work.
Comments:
- The employees are very supportive and encouraging of each other. However, the management team is not.
- I get this to some extent from my manager, but to a larger extent from my direct reports who are so supportive and positive.
- My manager is supportive and always recognizes my accomplishments as well as those of my peers
- Suggestions in this area: A sincere thank you is easy to provide employees, acknowledging all participants in a projects vs. only the project lead goes a long way, and of course, advancement in responsibilities, title and compensation sends a strong message.
- Colleagues outside of Company Z find it hilarious that we haven't gotten cost of living increases.
- More so now that this survey has come out
- I have been acknowledged in multiple forms. Much appreciated.
- I agree only insofar as it applies to non-financial acknowledgement.
- Sometimes my manager communicates in a harsh way, and could work on presenting feedback or opinions in a more respectful, less antagonistic manner.
- For the most part, yes, but I think some things should be discussed between people in a closed meeting room rather than in the open for all to hear.
- Direct manager yes. Coworkers lateral and below manager level, Yes. Anything above those levels, can't say I get any acknowledgment of what we do for the company.

Q8: I have a career development path that the company supports me in.
Comments:
- Need more clarification
- I've always felt supported in my career growth.
- My manager is very supportive of my personal growth, both at work and in my personal life. This is an admirable quality for a manager
- My manager assists my career development by giving me opportunity to work on projects outside my day-to-day scope which is appreciated by me. However, my desire is to advance my career within Company Z but even after conversations with my manager, I do not have an understanding on how this can be accomplished or whether it is a possibility.
- not applicable - I did not want to answer the question but the survey made me
- This has been almost completely absent.

- This is constantly in progress.
- Career development is rarely if ever discussed at Company Z.
- Feel it's more of a neutral rather than agree because I feel that there is no career development in this company for myself. I'm kind of just stuck at where I am and honestly I don't like being stuck. No room to grow because no resources to grow.
- I agree though this has never really been directly discussed.

Q9: I feel I matter to the company—I am making a difference here.
Comments:
- I feel that I matter to my manager and team but not as much to the company. Accounting doesn't bring in revenue and thus we are often forgot about.
- I truly believe that I am making a difference here however I feel that my manager
- I feel like I matter but I don't know if my work is viewed as making a difference.
- I feel like I matter to my manager. Sometimes it feels like upper senior management thinks that they can run the Company by themselves and do not appreciate the effort of their employees.
- Yes, but I am excited to see where I can grow from here.
- I definitely feel appreciated and important to my manager, any further up than that and I would not say the same thing.
- I'm confident that I matter to my manger and to keeping this company going.
- If I'm not making a positive difference, then I have no business working here.

Q10: Would you refer your friends to work at your company?
- Definitely.
- If we had a change in CEO and CIO I would feel comfortable with recommending Company Z to a friend
- The future of the company is in doubt - therefore I would not recommend that a friend work here
- There are managers who I would not want friends to work for.
- I really like the people here, but I am concerned about the company in its current form long term.
- Maybe
- Not at this point given the uncertainty of where the Company is going
- Would feel stronger if we knew the future ownership decision.
- More neutral on this, neither agree nor disagree.
- Not in this current climate and uncertainty.
- Salaries are low, given this city's cost of living.
- There is too much uncertainty and frustration; I wouldn't want my friends to have to go through it.
- The most accurate answer is "not sure" but that's not a choice.
- Again, this is owing to current circumstances, which introduce a big unknown, thereby making it difficult to recommend employment until there is greater clarity.
- It would depend on the department on whether I would refer a friend.

- Not sure if I would. If they have to put up with what I see I might just save them from it.